

Email Encryption Manual

Version 4
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THE
WRC GROUP

This document provides information on sending, receiving, and saving encrypted emails using the WRC Group Message Center.

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What is Email Encryption

WRC Group will be using the ZixCorp software to send and receive secure and confidential emails. If the person receiving the email is a non-ZixCorp customer, they can retrieve the message from the WRC Group Secure Message Center after setting up a user account. If the receiver is a ZixCorp Customer, they will receive the secure message directly in their inbox.

This manual will provide information on:

1. How to send a secure email
2. How to retrieve a secure email
3. How to reply to a secure email
4. How to save the email and attachment on the computer

How to send a secure email

You can send us a secure email in one of the following way:

1. Using the “Secure Email” link located on our website under “Contact Us”
2. Using the “Reply” tab on the secure email you receive from us (for more information please refer to instructions on page 6)

Secure Email Link

- On our website click on the “Contact Us” tab.
- Select “Secure Email” link.
- You will be directed to the WRC Group Message Center. If you are accessing the Message Center for the first time, you will need to complete a one-time registration process before composing the message. To register, click on the “Register” tab as shown in the screen below.

Welcome to The WRC Group Message Center

Email Address:

Password:

Remember Me

[Sign In](#)

[Forgot your password?](#) [Reset](#)

[New to secure email?](#) [Register](#)

[Need more assistance?](#) [Help](#)

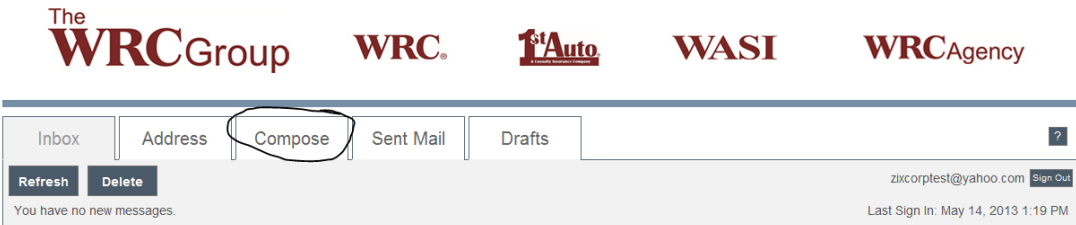
Want to receive your secure messages directly in your inbox? [Learn more](#)

For Customer Support, send an email message to support@thewrcgroup.com

Sending us confidential or sensitive information?
Confidential or sensitive information includes, but is not limited to, Protected Health Information (PHI), Social Security numbers, financial information, and passwords. No e-mail service, including our secure message center, can guarantee confidentiality. Our secure message center encrypts the e-mail you are sending to us which may afford more protection than standard, non-encrypted e-mail.

Secured by **ZIXCORP**

If you have already set up an account, you may enter your email address and password as it relates to the account and click on “Sign In”. The email inbox will be displayed as below. Click “Compose” to write an email.



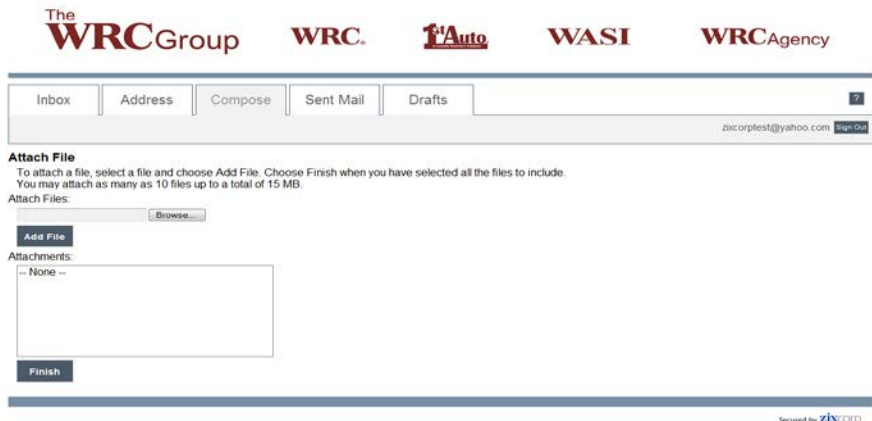
Attach files if necessary using the “Attach File” tab. Click on the “Send” button to send the message securely to WRC Group.

COMPOSE MESSAGE SCREEN



To attach a file to the message to the reply, click on “Attach File”. Browse and attach the file. Click on “Add File” and then “Finish”.

ATTACH FILE SCREEN



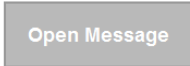
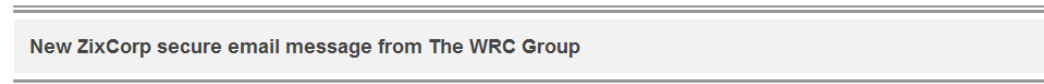
You will be reverted to the compose message screen as shown above. Click on the “Send” tab to send the message.

How to Retrieve a Secure Email

Non-ZixCorp Customers

PLEASE NOTE: You may need to whitelist @zixmessagecenter.com as a "safe sender" to prevent the message from going into your spam or junk email.

When you receive a secure email from WRC Group, it will be displayed in your inbox as shown below:



To view the secure message, click Open Message.

The secure message expires on Jul 13, 2013 @ 03:52 PM (GMT).

Do not reply to this notification message; this message was auto-generated by the sender's security system. To reply to the sender, click Open Message.

If clicking Open Message does not work, copy and paste the link below into your Internet browser address bar.

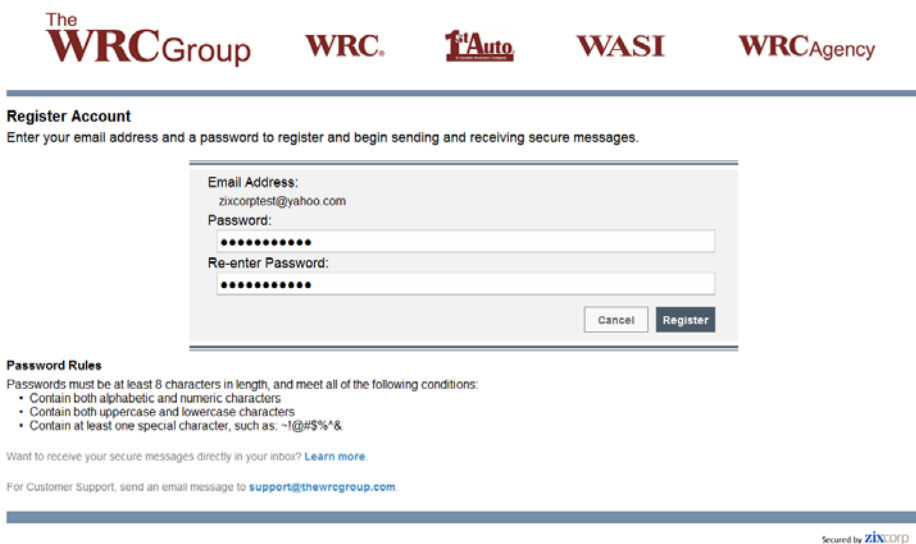
<https://web1.zixmail.net/s/e?b=thewrcgroup&>

Want to send and receive your secure messages transparently?

[Click here](#) to learn more.

Click on the "Open Message" tab to go to the "WRC Group Message Center" and view your email.

When accessing the Secure Message for the first time, you will need to complete a one-time registration process before viewing the message.



After you register and sign in, your message will be displayed as below:



The screenshot shows an email client interface with a navigation bar at the top containing 'Inbox', 'Address', 'Compose', 'Sent Mail', and 'Drafts'. Below this is a toolbar with 'Reply', 'Delete', and 'More Actions' buttons. The email header shows: 'Received: May 14, 2013 12:47 PM', 'Expires: Jul 13, 2013 12:47 PM', 'From: [redacted]', 'To: zixcorpctest@yahoo.com', 'Cc:', and 'Subject: Secure Email Test'. A 'Sign Out' button is visible in the top right corner.

This message was sent securely using ZixCorp.

This is to test the secure email set up.

This message was secured by ZixCorp®.
To reach ZixCorp, go to: <http://www.zixcorp.com>

This message was secured by ZixCorp®.

Secured by zixCORP

ZixCorp Customers

If you are a ZixCorp Customer, you will receive the secure email directly in your inbox. It will be displayed as below:

The screenshot shows an email client interface with a rich toolbar at the top. The toolbar includes buttons for 'Ignore', 'Delete', 'Reply', 'Reply All', 'Forward', 'Meeting', 'Forward to:', 'Reply & Delete', 'Create New', 'Move', 'Rules', 'OneNote', 'Actions', 'Mark Unread', 'Categorize', 'Follow Up', 'Translate', 'Find', 'Related', 'Select', and 'Zoom'. Below the toolbar is the email header: 'From: [redacted]', 'To:', 'Cc:', and 'Subject: Secure Email test'. The message body contains: 'This is a test message.', 'Thanks', and 'This message was secured by ZixCorp®. To reach ZixCorp, go to: <http://www.zixcorp.com>'.

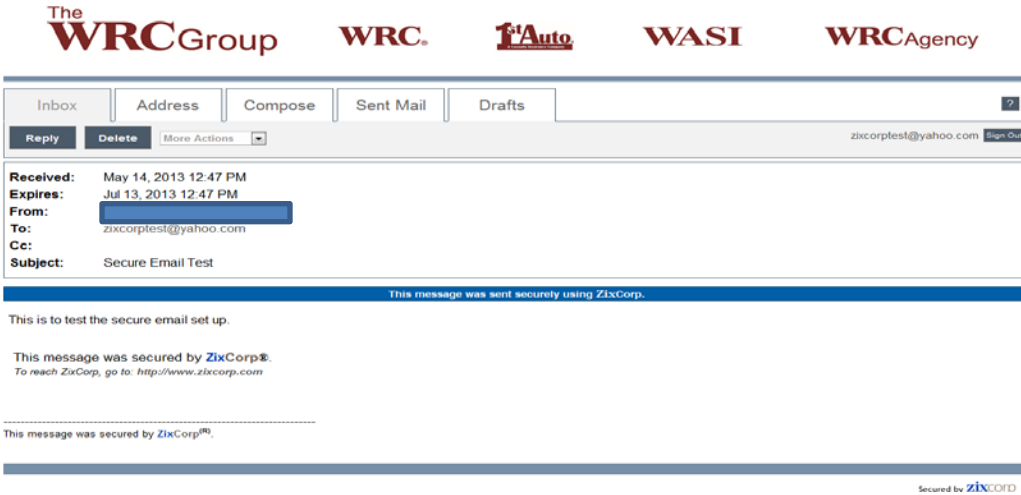
Reminder Notification

Note: Recipients will receive an email reminder after five days if they have an encrypted message in the WRC Group Message Center that they have not yet read. At the same time, senders will also receive a notification that the message has not yet been opened.

How to reply to a secure email

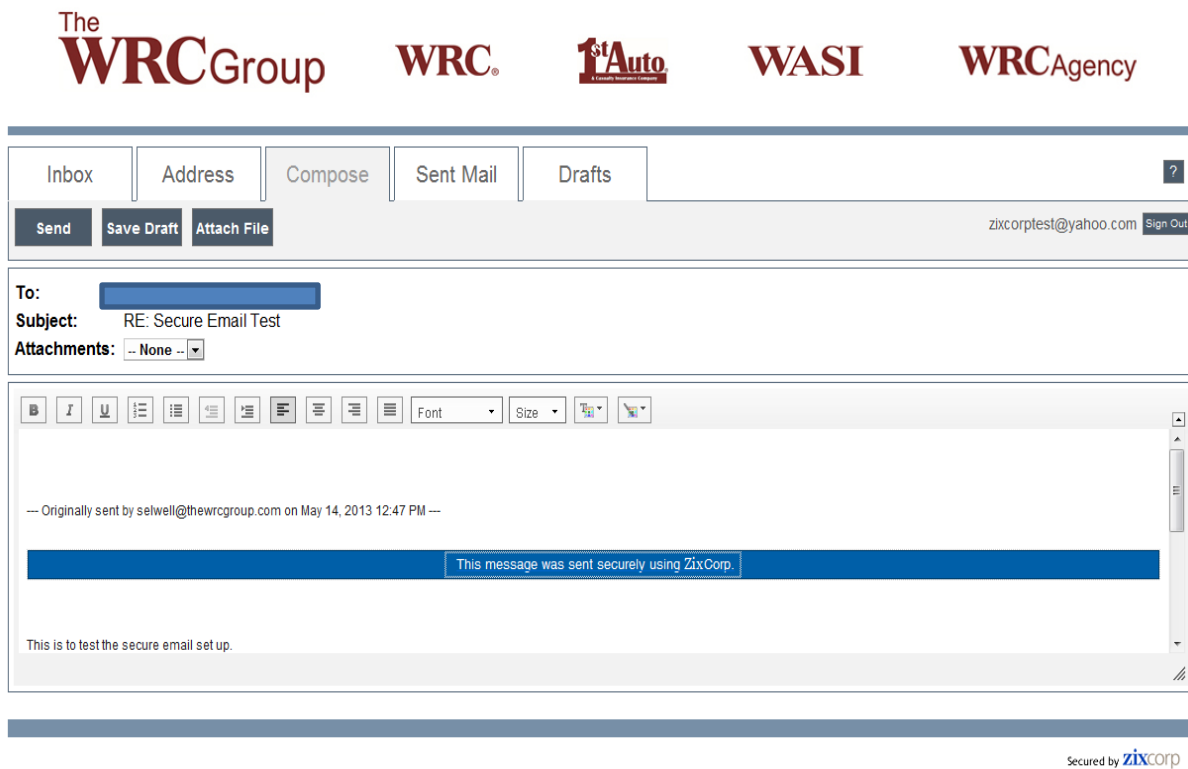
Non-ZixCorp Customers

To reply to a secure email click on the “Reply” tab



Compose your message in the message box and click on the “Send” button to send the message securely.

COMPOSE MESSAGE SCREEN



To attach a file to the message to the reply, click on “Attach File.” Browse and attach the file. Click on “Add File” and then “Finish.”

ATTACH FILE SCREEN

The WRC Group WRC 1stAuto WASI WRC Agency

Inbox Address Compose Sent Mail Drafts

zixcorpctest@yahoo.com Sign Out

Attach File

To attach a file, select a file and choose Add File. Choose Finish when you have selected all the files to include. You may attach as many as 10 files up to a total of 15 MB.

Attach Files:

Browse...

Add File

Attachments:

-- None --

Finish

Secured by zixcorp

You will be reverted to the compose message screen as shown on the previous page. Click on the “Send” tab to send the message.

To sign out, click on the “Sign Out” tab at the top right hand corner of the screen.

The WRC Group WRC 1stAuto WASI WRC Agency

Inbox Address Compose Sent Mail Drafts

zixcorpctest@yahoo.com Sign Out

Refresh Delete

You have no new messages.

| Select | From | Subject | Date |
|--------------------------|-------------------------|-------------------|-----------------------|
| <input type="checkbox"/> | selwell@thewrcgroup.com | Secure Email Test | May 14, 2013 12:47 PM |

Secured by zixcorp

ZixCorp Customers

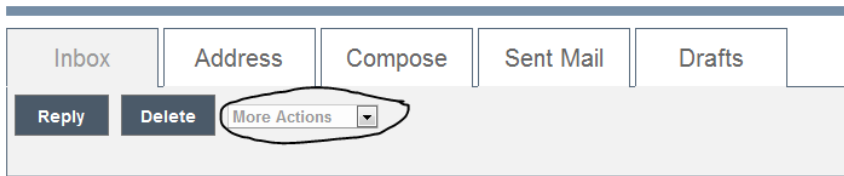
ZixCorp Customers can use the REPLY and ENCRYPTION button located on the message screen to reply to the secure email.

How to save the email and attachment on the computer

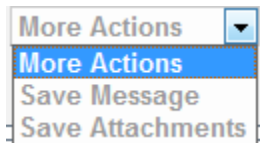
Non-ZixCorp Customers

Sign into the “WRC Group Message Center”

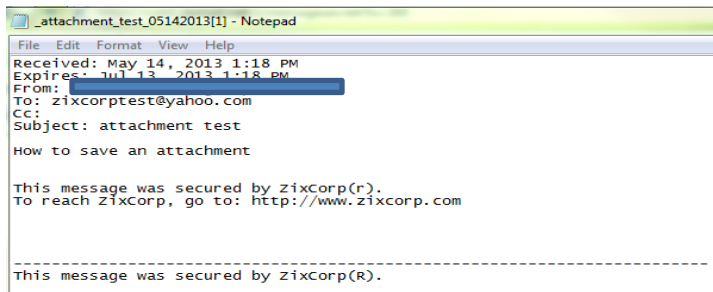
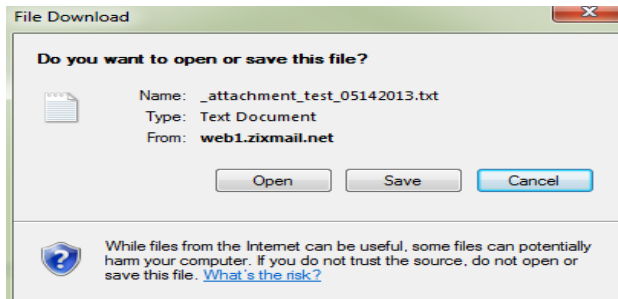
Once you open the message, click on the down arrow by the “More Actions” menu



Select “Save Message” to save the message on your computer. To save the attachment, select “Save Attachment”.



When you select “Save Message” the following window will open. You may either select “Save” and then the directory where you want to save the message or select “Open” and view the message in text file (as shown below) prior to saving it into a directory.



Follow the same steps to save the attachment using the “Save Attachment” option.